

SECTION F-- DELIVERIES OR PERFORMANCE**CLAUSES INCORPORATED BY REFERENCE**

52.242-15	Stop-Work Order	AUG 1989
52.242-15 Alt I	Stop-Work Order (Aug 1989) - Alternate I	APR 1984
52.242-17	Government Delay Of Work	APR 1984

F.1 Period of Performance

The term of this contract is 5 years.

Base Period:	From contract award through 6 months.
Option Period # 1:	From end of the Base Period through 12 months.
Option Period # 2:	From end of Option Period 1 through 12 months.
Option Period # 3:	From end of Option Period 2 through 12 months.
Option Period # 4:	From end of Option Period 3 through 12 months.
Option Period # 5:	From end of Option Period 4 through 6 months.

F.2 Place of Performance

The anticipated places of performance may include the contractor site(s) as well as sites identified through ongoing assessments of grantee needs by the contractor and with the concurrence of the COTR during performance of this effort. The places of performance include, but are not limited to, the contractor's office and locations throughout the U.S.

F.3 Deliverables

Reference attached performance work statement and attached appendices.

F.4 Compliance

The contractor must comply with all of the following requirements:

- (1) Department of Defense Education Activity Schools requirements.
- (2) DoDD No. 5200.02, Subject: DoD Personnel Security Program, dated: April 19, 1999, paragraph 3.9.3
- (3) DoDD No. 8910.1, Management and Control of Information Requirements.
- (4) DoDI 1342.27, Personal Financial Management for Service Members.
- (5) DoD Directive 6400.1, Family Advocacy Program.
- (6) DoD Directives and Instructions related to military community and family programs.
- (7) DSM-IV V-Codes

F.5 52.242-15 -- Stop-Work Order (Aug 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

F 6. DELIVERABLES

	<u>PWS Deliverables</u>	<u>Delivery</u>
1	The Contractor shall develop a Promotion Plan, and produce and distribute a minimum of two (2) printed promotions annually, a brochure with a wallet card, magnet, monthly electronic promotions, and other promotion materials.	15 days after contract award and w/in 5 days of any changes
2	The Contractor shall design and implement a Quality Control Plan that ensures MOS Clients receive the highest quality services possible. The Contractor shall establish quality control procedures for call center operations. This plan will be in Contractor format.	With proposal submission and w/in 5 days of any changes post-award
3	The Contractor shall provide a monthly status on usages, by month and cumulative, for state and federal filings and report this data by the 15 th of each month.	Monthly on 15 th
4	The Contractor shall, at the direction of the government, perform Information Technology updates (ITUs) to include programming/hardware/software support, as the program requires.	Monthly on 15 th

5	The Contractor shall describe procedures for recruiting, training and retaining MOS consultants.	With proposal submission and w/in 5 days of any changes
6	The Contractor shall provide both a schematic and a text description for call center operations that describes the call flow from initial call answered, process and completion.	With proposal submission and w/in 5 days of any changes post-award
7	The Contractor shall describe the process flow for back-up operations centers necessary to handle call volume fluctuations or the emergency closure of the primary call center.	With proposal submission and w/in 5 days of any changes post-award
8	The Contractor shall describe, in schematic and text formats, the backbone to the primary and back-up call center.	With proposal submission and w/in 5 days of any changes post-award
9	The Contractor shall identify within the Quality Control Plan the measures necessary for monitoring performance and ensuring a high level of quality of service delivery.	With proposal submission and w/in 5 days of any changes post-award
10	The Contractor shall demonstrate to the Government that the primary Website, MOS Online, has the capacity to service a large scale organization with a client population in excess of 4 million individuals.	With proposal submission and w/in 5 days of any changes post
11	The Contractor shall provide a description of the company's current disaster recovery approach and plan, when it was last tested, and type of testing performed.	With proposal submission and w/in 5 days of any changes post
12	The Contractor shall identify within a Quality Control Plan the measures necessary for monitoring performance and ensuring a high level of quality in the delivery of Web services	With proposal submission and w/in 5 days of any changes post-award
13	The Contractor shall provide records and reports that document Client satisfaction and utilization levels. Reports shall also contain breakouts of the types of problems for which service members and their families are seeking assistance.	Monthly on 15 th
14	The Contractor shall design a Quality Control Plan which shall work to meet the MOS performance standards and ensure Clients receive high quality services.	With proposal submission and w/in 5 days of any changes post
15	The Contractor shall provide an IT Integration Plan that describes integrated systems for providing services to Clients.	With proposal submission and w/in 5 days of any changes post
16	The Contractor shall establish protocols and procedures for assessment, referral, and case management of Clients in need of non-medical counseling services.	15 days after contract award and w/in 5 days of any changes
17	The Contractor shall capture contact information in a database/s and provide monthly reports detailing non-medical counseling services.	Monthly on 15 th
18	The Contractor shall maintain procedures for recruiting, training, and managing a network of non-medical counselors for Military OneSource clients. Training shall include ongoing familiarization with issues relevant to members of the military community. The Contractor shall describe qualifications, experience, and credentialing requirements for counselors.	With proposal submission and w/in 5 days of any changes post-award

19	The Contractor shall develop and implement an Advertisement Plan designed to raise awareness and evaluate prior advertising efforts of MOS and encourage utilization of the services available through MOS to include...etc.	With proposal submission and w/in 5 days of any changes post
20	The Contractor shall provide a plan that defines the contractor's capacity and capability for an orderly and seamless transition for the delivery of the Military OneSource Program.	With proposal submission and w/in 5 days of any changes post
21	The Transition Plan shall discuss the process for transferring services and associated data.	With proposal submission and w/in 5 days of any changes post
22	The Transition Plan shall identify quality assurance measures that will allow the Government to exercise its responsibilities for monitoring contractor performance. In addition, the Contractor must identify transition risk factors and plans for managing those risk factors.	With proposal submission and w/in 5 days of any changes post-award
23	Upon contract completion/termination, contractor shall provide case files in an ASCII format within 15 days of termination or end of contract.	15 days after contract completion/termination
24	Call Center Statistics Report	Monthly on the 15th
25	Call-out Center Statistics and Capability Report	Monthly on the 15th
26	Manning or staffing Report by Activity	Monthly on the 15th